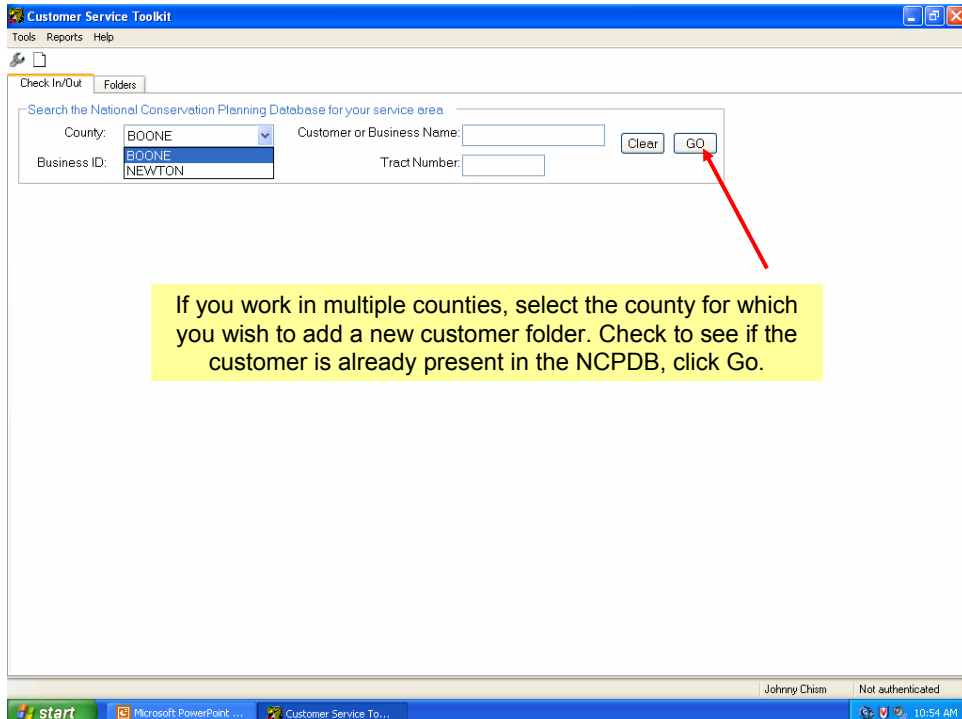


# Creating a New Customer Folder

Toolkit 2004



**Customer Service Toolkit**

Tools Reports Help

Check In/Out Folders  
 Create New Customer Folder

Search the National Conservation Planning Database for your service area

County: **BOONE** Customer or Business Name:  Clear GO

Business ID:  Tract Number:

**National Conservation Planning Database**

Status	Owner	Customer Name	Customer Folder
free	ALBERT MCFARL	albert_mcfarlan-----mcf a	
free	ARKANSAS SHE	ar_sheffls_youth_rancharsheiffys	
free	CLIFFORD BARN	lbarnett_clifford-----barc	
free	BOB PADFIELD	lbob_padfield-----padb	
free	RUSSELL TRENT	lrussell_trent-----bustc	
free	CALVIN DEES	lcalvin_dees-----deescal	
free	LINDA CATON	lcaton_linda-----catol	
free	ARTHER W BARR	lcocky_barrett-----barc	
free	TOM COLLINS	lcollins_tom-----coll	
free	COURTNEY HUS	lcourtney_hussercountrneyhuss	
free	DALE G HARDMA	ldale_hardman-----hard	
free	DAVID A BARNES	ldavid_barnes-barnesdavid	
free	DEAN CURBOW	ldean_curbow-----curde	
free	JESSIE DEES	ldees_jessie-----deej	
free	DENNIS W NORT	ldennis_norton-----nord	
free	CHARLES E DIXO	ldixon_charles-----dixc	
free	MICHAEL DIXON	ldixon_mike-----dixm	
free	DON PERSON	ldon_person-----perd	
free	DONNIE M JONE	ldonnie_jones-jonesdonnie	
free	DOUGLAS HOLT	ldoug_holtkampdougholtkamp	
free	DOYAL E TURNE	ldoyle_e_turner-----turd	

67 records returned

Johnny Chism AUTHENTICATED

start Presentation3 Customer Service To... 11:01 AM

**My Checked Out Folders**

Status	Owner	County	Customer Name	Customer Folder
--------	-------	--------	---------------	-----------------

Check Out ->  
 <- Check In  
 <<- Check In All  
 Clear Results  
 Check Out w/o Folders ->  
 Cancel

Customer folders presently in the NCPDB appear in the left window. If the customer is not present, click the Create New Customer Folder icon.

**SCIMS Browser**

USDA Service Center Information Management System  
 Customer Search Page

Location State: ARKANSAS Service Center: HARRISON SERVICE CENTER

National Search:  Service Center Details

Type:  Individual  Business  Both  
 Active:  Active  Active and Inactive

Tax ID: ID:  ID Type: Select One  
 Whole ID

Name: Starts With  Exact Mat   
 Last or Business: chism First:   
 Other: Common Name:  Zip Code:  Phone No.:

Search Reset

Johnny Chism AUTHENTICATED

start Presentation3 Customer Service To... SCIMS Browser 11:02 AM

You will be taken to the SCIMS application to select the customer. Note: if you are not already authenticated through WebCAAF you will have to enter your WebCAAF credentials. Enter information about the customer to search the SCIMS database. If the customer has not been added to SCIMS, you will have to go to SCIMS to enter the customer information.

USDA Service Center Information Management System

Search Results

Based on selected Servicing Site HARRISON SERVICE CENTER

Select a customer:

Common Name	Tax Id	Tax Id Type	Delivery Address Line	City, State ZIP Code	Phone No	Legacy State	Legacy County
JOHNNY CHISM		Social Security		HARRISON, AR 72601-1851	(870)741-8600		

Page 1 of 1

Search Again End

Once the customer is found in SCIMS, the information will display on the screen. Click on the customer's name.

Customer Service Toolkit

Tools Reports Help

Check In/Out Folders

Search the National Conservation Planning Database for your service area

County: BOONE Customer or Business Name: Tract Number: Clear GO

Business ID: Tract Number:

Enter Customer Information for JOHNNY CHISM

County: BOONE

Customer Root Folder: \\199.152.5.15\data\Customer Files Training

Company/Business: Identifier:

Identifier characters may not include: \, \* ? < > | ' . ,

ArcGIS Template: C:\Program Files\USDA\Toolkit5\Templates\ToolkitG

OK Cancel

Enter information above, then click OK button.

My Checked Out Folders

Status Owner County Customer Name Customer Folder

Enter the name of the business.

67 records returned

Customer Service Toolkit

Tools Reports Help

Check In/Out Folders

Search the National Conservation Planning Database for your service area

County: BOONE Customer or Business Name: Tract Number: Clear GO

Business ID: Identifier: r1543

Company/Business: Chism Farms

Customer Root Folder: \\199.152.5.15\data\Customer Files Training

Identifier characters may not include \\'/:?< >|!'

ArctGIS Template: C:\Program Files\USDA\Toolkit5\Templates\ToolkitG

OK Cancel

Enter information above, then click OK button

National Conservation Planning Database

My Checked Out Folders

67 records returned

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Customer Service Toolkit

Tools Reports Help

Check In/Out Folders

Search the National Conservation Planning Database for your service area

County: BOONE Customer or Business Name: Tract Number: Clear GO

Business ID: Identifier: r1543

Company/Business: Chism Farms

Customer Root Folder: \\199.152.5.15\data\Customer Files Training

Identifier characters may not include \\'/:?< >|!'

ArctGIS Template: C:\Program Files\USDA\Toolkit5\Templates\ToolkitG

OK Cancel

Enter information above, then click OK button

National Conservation Planning Database

Status	Owner	Customer Name	Customer Folder
free	write	JOHNNY CHISM	\\Chism_Farms...

My Checked Out Folders

67 records returned

Johnny Chism AUTHENTICATED

Information Message - New Customer

New Customer has been created.

OK Cancel

A message confirming the addition of the customer folder appears. Click OK.

The screenshot shows the 'Customer Service Toolkit' application window. At the top, there are menu options: 'Tools', 'Reports', and 'Help'. Below the menu is a search section titled 'Check In/Out' with a 'Folders' tab selected. The search area includes a dropdown for 'County' set to 'BOONE', a text field for 'Customer or Business Name', and buttons for 'Clear' and 'GO'. There are also text fields for 'Business ID' and 'Tract Number'.

The main area is divided into two panes. The left pane, titled 'National Conservation Planning Database', shows a list of records for 'BOONE' county. The right pane, titled 'My Checked Out Folders', shows a list of folders checked out by the user.

A red arrow points from a yellow callout box to the 'JOHNNY CHISM' entry in the 'My Checked Out Folders' list. The callout box contains the text: 'The new customer folder appears on your workstation.'

Status	Owner	County	Customer Name	Customer Folder
write	Johnny Chis	BOONE, AR	JOHNNY CHISM	\\Chism_Fams---

Status	Owner	Customer Name	Customer Folder
free		ALBERT MCFARL	\\albert_mcfarlan-----mcf a
free		ARKANSAS SHE	\\ar_sheiffis_youth_rancharsheriffis
free		CLIFFORD BARN	\\bamett_clifford-----barc
free		BOB PADFIELD	\\bob_padfield-----padb
free		RUSSELL TRENT	\\busch_trent-----busct
free		CALVIN DEES	\\calvin_dees-----deescal
free		LINDA CATON	\\caton_linda-----catol
free		ARTHER W BARR	\\cocky_barrett-----barc
free		TOM COLLINS	\\collins_tom-----collt
free		COURTNEY HUS	\\courtney_hussercourtneyhuss
free		DALE G HARDMA	\\dale_hardman-----hard
free		DAVID A BARNES	\\david_barnes-barnesdavid
free		DEAN CURBOW	\\dean_curbow-----curde
free		JESSIE DEES	\\dessa_jessie-----deej
free		DENNIS W NORT	\\dennis_norton-----nord
free		CHARLES E DIXO	\\dixon_charles-----dixc
free		MICHAEL DIXON	\\dixon_mike-----dixm
free		DON PERSON	\\don_person-----perd
free		DONNIE M JONE	\\donnie_jones-jonesdonnie
free		DOUGLAS HOLT	\\doug_holtkampdougholtkamp
free		DOYAL E TURNE	\\doyle_e_turner-----turd

67 records returned

Johnny Chism AUTHENTICATED

11:04 AM

